CHAPTER 1: DEFENSE TRAVEL SYSTEM (DTS) OVERVIEW

DTS is a fully integrated, electronic, end-to-end travel management system that automates temporary duty (TDY) travel for the Department of Defense (DoD). It allows travelers to create authorizations, prepare reservations, receive approvals, generate travel vouchers, and direct deposit payment to themselves and the government travel charge card (GTCC) vendor, all via a single web portal available 24 hours a day, 7 days a week. This chapter covers the following topics:

1.1 The Defense Travel System

To manage travel or create travel plans for others, open the DTS Home page by entering the URL www.defensetravel.osd.mil (Figure 1-1) then click the **LOGIN TO DTS** button located near the center of the DTS Home page. When the travel has been completed, the user files a voucher that is routed electronically to the appropriate officials for approval, then to the Defense Finance and Accounting Service (DFAS) for payment.
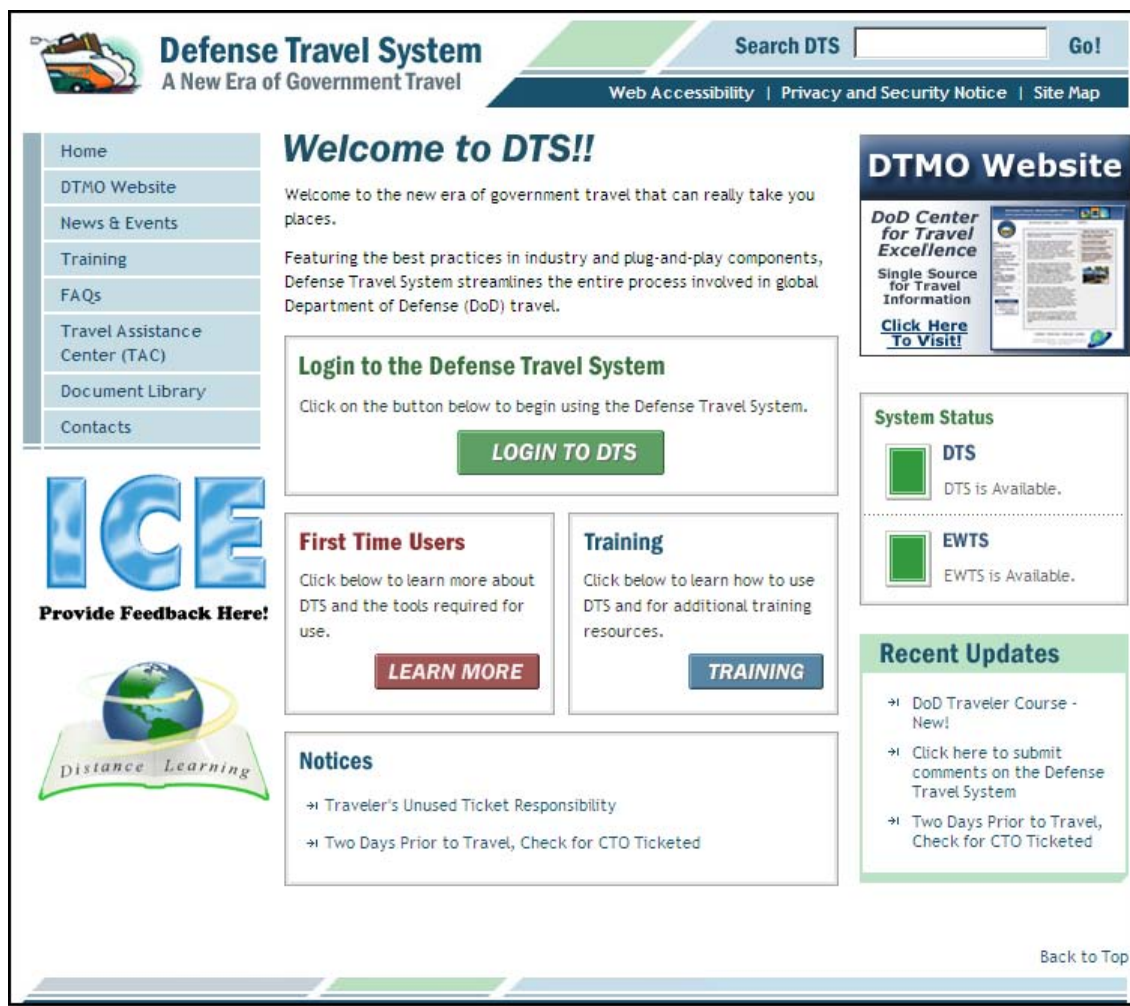
Figure 1-1: DTS Home Page

1.2 DTS Users

A DTS *user* is anyone who, in any role, interacts with DTS. Users include Defense Travel Administrators (DTAs), Authorizing Officials (AOs), Certifying Officers (COs), Routing Officials (ROs), CBA Specialists, Disbursing Officers (DOs), and agents within the Commercial Travel Office (CTO). Travelers who interact with DTS on their own behalf are assigned the role of *user/traveler*.

This manual will guide the user through the initial DTS setup and maintenance at a site. The current materials can be obtained by entering www.defensetravel.dod.mil/training/dts/trnmat.cfm or by clicking on the blue **TRAINING** button on the DTS Home page.

From the DTS Home page users can access the Defense Travel Management Office (DTMO) DoD Center for Travel Excellence Website. Users will find information on "What's New on the Site" and the latest in training materials, DoD travel regulations, CTO activities, and current DTS release information. Click on **Travel Training** (on left side of menu), and then the **Defense Travel System** (DTS) link to go to the Training Center web page.

1.3 DTS Features and Benefits

DTS provides full functionality, accessibility, and security when processing documents. It is easy to search for airline, hotel, car rental, and rail availability, as well as gathering all details to plan a trip.

Real-time reservations for air, lodging, and rental cars is built into DTS to provide easy access to commercial travel service information. DTS meets the major functional requirements of DoD and serves the needs of all users.

The system streamlines workflow and processes for all users to improve efficiency and productivity. The following are highlights of DTS' benefits for travelers, travel clerks, AOs and COs, and DTAs.

User/Travelers and Travel Clerks - Using DTS, user/travelers and travel clerks will complete the following tasks:

- Create and update travel documents
- Update travel preferences in a traveler's personal profile
- Create a voucher by using information from an authorization
- Digitally sign and submit documents
- Determine the status of documents at any time
- Receive travel reimbursements normally within 72 hours of AO approval

AOs and COs - Using DTS, AOs and COs will complete the following tasks:

- Preview, review, and approve authorizations and vouchers
- Cancel authorization
- Return travel documents to user/travelers for changes or correction
- Edit travel documents for a user/traveler
- Delegate and revoke signature authority
- Certify funds availability

DTAs - Using DTS, DTAs will complete the following tasks:

- Establish document routing based on the organization and type of action
- Track the obligation and expenditure of travel funds
- Perform all administrative setup functions necessary to use DTS

1.4 DTS Architecture

DTS is operated by a central data center (CDC). The CDC allows travelers, AOs, and DTAs to use their local area networks to access DTS 24 hours per day, seven days per week through the existing DoD Non-Secure Internet Protocol Router Network. The DTS architecture provides for the following:

- Interface with other DoD systems such as the DoD PKI, DoD Archive, and the DoD Accounting and Disbursing Systems (DADS)
- Use of multiple CTOs

1.5 The Trip-Planning Process

The trip-planning process will differ for travelers, depending upon whether or not they are connected to DTS.

1.5.1 Connected User/Traveler

User/travelers, travel clerks, or Non-DTS Entry Agents (NDEA) will log in to DTS using a digital signature and complete an itinerary. This builds the authorization that DTS passes along a chain of routing officials for respective actions, such as CTO SUBMIT, CTO BOOKED, REVIEWED, CERTIFIED, and APPROVED. The traveler will use the reservations module to make air, hotel, rental car, or rail reservations. If necessary, specific requests can be entered in each travel segment using the comments window or full CTO assistance can be requested from the Trip Overview screen.

Figure 1-2 depicts a trip-planning and authorization process for a connected user/traveler.
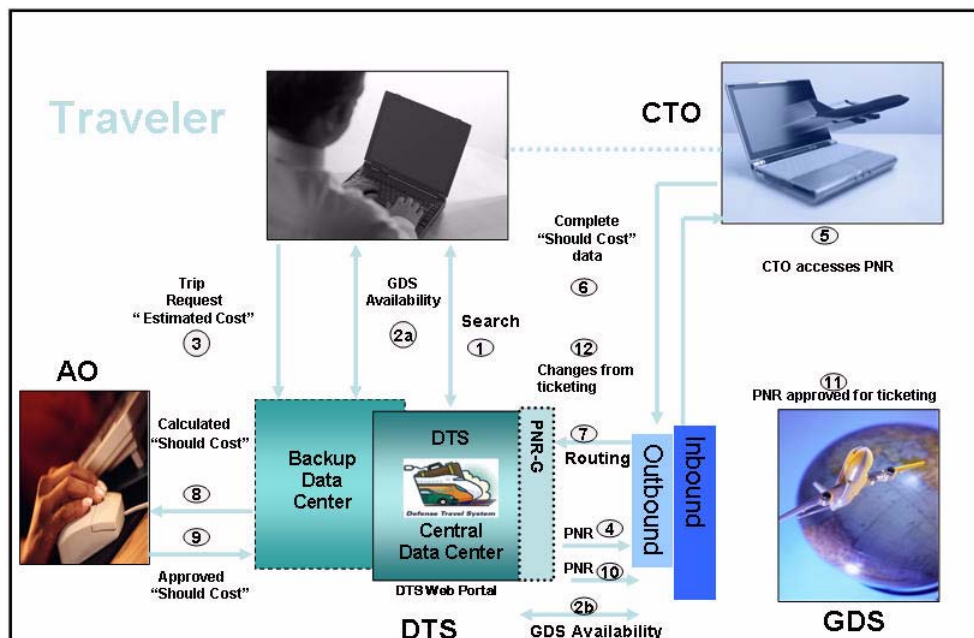

Figure 1-2: Connected User/Traveler

After a user logs in to DTS and initiates a new document, the following sequence for the trip-planning process occurs:

> a. ***Create Authorization.*** Make travel requests selecting specific air, hotel, and rental car reservations or using the Full CTO Assistance Request button (*1,2a,2b*). Enter reimbursable expense estimates and per diem entitlements to create travelers "should cost" and complete the authorization (*3*). Digitally sign authorization.
>
> b. ***Route.*** DTS routes the authorization to the CTO through the Passenger Name Record (PNR) via the gateway (*4*). DTS then places the PNR in the CTO's inbound queue.
>
> c. ***Process.*** The travel agent located at the CTO accesses the PNR in the GDS, performs quality checks, and will confirm rail reservations or make reservations if assistance is requested (*5,6*). The travel agent places the PNR through the DTS for further routing (*7*).

    d.   **Route.** DTS routes the request to the AO (*8*).

    e.   **Approve.** The AO reviews and approves the authorization by affixing a digital signature (*9*).

    f.   **Route.** DTS updates the status of the authorization to inform the traveler of the approval and routes it through the PNR gateway to the CTO's ticketing queue for ticketing (*10*).

    g.   **Ticket.** The CTO tickets the itinerary, as required (*11,12*).

1.5.2 Unconnected User/Traveler

A unit clerk or a NDEA can initiate the process for a traveler if they cannot log in to DTS. The traveler may either call or fax the NDEA, and provide the travel information (Figure 1-3). The NDEA will complete the authorization, as outlined in the process for connected user/travelers (Section 1.5.1).

The NDEA uses a T-ENTERED stamp to sign vouchers for an unconnected user/traveler. Any user with access to a traveler's profile can create and sign trip authorizations using the standard SIGNED stamp. Only NDEAs can sign vouchers for others, and the T-ENTERED stamp is used.

If a traveler cannot contact the NDEA, they will need to contact the CTO to make travel arrangements. When the traveler completes the travel, all information will be entered into DTS at that time.
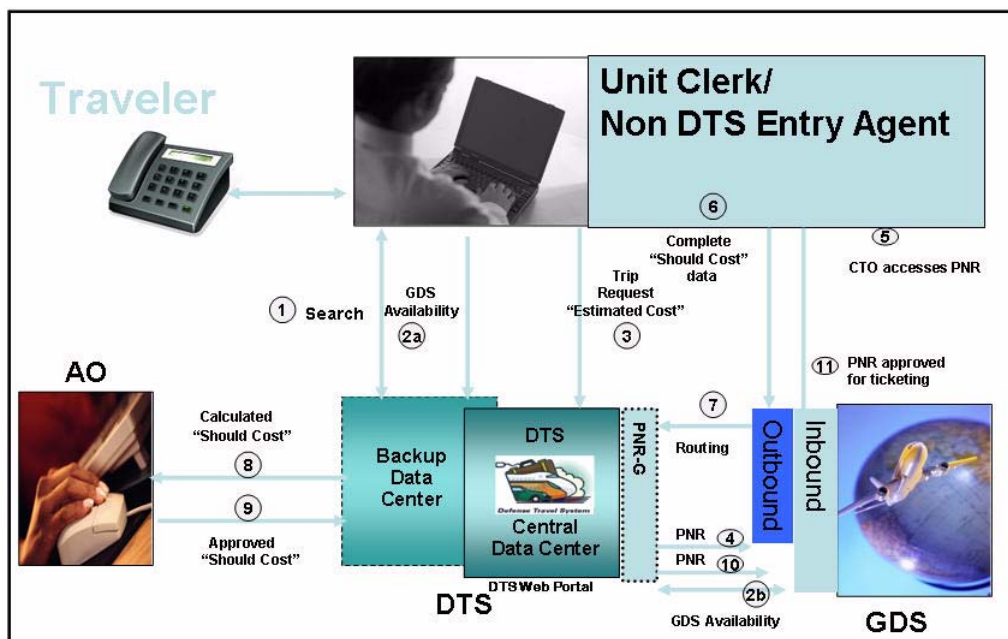

Figure 1-3: Unconnected User/Traveler

1.6 DTS Training and Learning Materials

The DTS Online Training Center, located at www.defensetravel.dod.mil/Training/DTS/ Training_Main.cfm is a gateway for resources that will help improve skills in navigating the system and finding answers to any questions about DTS. To access the Training Center from the DTS Home page, either click the blue **TRAINING** button or select the Training link on the left side bar.

To access e-learning, log in to the Travel Explorer (TraX) located at https://www.defensetravel.dod.mil/Passport. Users that do not have an existing account will need to register for a new account by clicking the **Register** button. After login, select the **Training** tab. Additional instructions for accessing training in TraX can be found at www.defensetravel.dod.mil/Docs/Training_Instructions.pdf.

The following are other manuals and resources available on the Training page:

Defense Travel Administrator's (DTA) Manual - This manual is for DTAs to gain knowledge on the DTS system administrative functions relating to setup and maintenance, electronic document processing, budget setup, and other related topics.

The Defense Travel System (DTS) Document Processing Manual - This manual describes document processing and advanced topics such as Scheduled Partial Payments (SPPs), advances, and group authorizations.

Centrally Billed Account (CBA) Reconciliation Manual - This manual describes procedures for performing CBA reconciliation functions.

"How to" Guides - Provides step-by-step procedures on a variety of "how to" topics to include the Travel Assistance Center, Invitational Travel, Security, and setting up DTS.

Quick Reference Guides - Provides step-by-step procedures for creating various documents and performing other procedures in DTS.

1.7 Help in DTS

In addition to the DTS Online Training Center discussed in 1.6, DTS provides help in using the system through various other sources. These additional sources include online help and the help desk.

1.7.1 Online Help

When logged in to DTS, help can be requested for any screen by clicking the **Help for This Screen** link in the upper right corner. A window opens that contains help for the current screen (Figure 1-4).

By clicking each help topic, more information related to that topic will display. Click **See Table of Contents** to search the entire Help database for information related to any topic in DTS.

Figure 1-4: DTS Help Window

1.7.2 Help Desk

1. **Local Organization Help Desk** – The local help desk provides user/travelers with local policy and DTS support and may consist of the LDTA, Finance DTA (FDTA), and IT personnel. Contact numbers for the local help desk can be found by entering URL www.defensetravel.dod.mil/Sections/ HD_Main.cfm.

2. **Travel Assistance Center (TAC)** – The TAC addresses issues that the DTS Online Training Center and local organization help desk cannot resolve. The TAC is available to all DTS user/travelers 24x7 excluding federal holidays. Below is the TAC contact information:
   - Phone: 888-Help1Go (888-435-7146), DSN 312-564-3950
   - Web: https://www.defensetravel.dod.mil/passport
   - E-mail: Submit a ticket via dtmo@dtmo.pentagon.mil

1.8 DTS Fielding

All actions necessary to set up DTS at a site and the procedures that enable the software to work are referred to as the DTS Fielding process. Contact the Service or Agency representative for more information. Points of contact for Service/Agency representatives can be found at www.defensetravel.dod.mil/ Sections/contacts.cfm. This information is also available by clicking the **Contacts** link on the left hand side of the DTS Home page.

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